

Emergency Services Dispatcher, S-2151-06

RAF Menwith Hill

Vacancy Number: 421 ABS VA21 RPA 197326

Closes: 15 April 2021, 23:59

80 hours bi-weekly

£10.32 + 15% shift work £11.87

Main Purpose

The 421st Air Base Squadron is looking for someone to provide call taking, including emergency call handling, and dispatching services for the Fire Department. Requires no specialist knowledge; but basic communication skills are required. Will be required to accept emergency calls from on base personnel in stressful circumstances, or via electronic communications and direct connect telephones. Maintain maps, checklists and charts, including automated programs. Maintains an automated activity log of all significant daily events, vehicle movements, processes, or notifications received through the dispatch center. Operates and maintains telephones, automated data processing equipment, printers, recorders, facsimile equipment, and other devices installed in the dispatch center. Prepares and maintains reports and records relating to fire service daily events. The bulk of the work is administrative telephone calls and computer based data entry.

Knowledge and Experience Required

Please provide detailed work experience as it relates to the required competencies listed below, as this will be used to determine your qualification for this position.

1. Knowledge of and experience in communications operations to include a basic knowledge of trunked radio operations, and patching radio frequencies.
2. Knowledge of and experience in various office automation software processing procedures, and function keys to produce a wide range of documents that often require complex formats, such as graphics or tables within text, to edit and reformat electronic drafts, and to update and revise existing databases or spreadsheets. Knowledge of the nature and capability of different software packages and the integration compatibilities among different software types. Capable of typing at least 25 words-per-minute.
3. Knowledge of location and availability of vehicle fleet, the type of apparatus and equipment needed for the emergency at hand and a basic knowledge of firefighting techniques and terminology.
4. Ability to effectively communicate both orally and in writing using a calm and stable demeanor while dealing with emergencies.
5. Ability to multitask and to react accordingly within issued guidelines to ever-changing information and circumstances.
6. Work independently without immediate supervision.

	Yes	No
Security Clearance	X	
Driving Licence Category B Please provide a copy of your licence with your application		X
Pre-employment Medical	X	
Immunizations		X
Food Handler's Certificate		X

Other Important Information

1. Hours of duty are 80 hours bi-weekly, an alternate work schedule, a 12 hour shift, which requires an uncommon tour of duty (including nights, weekends, and holidays).
2. Incumbent must be certified within 18 months of hire by the DoD Firefighter Certification system as Telecommunicator I, Telecommunicator II, and HAZMAT Awareness. This is a selective factor, with the absence of this specific accredited body of knowledge any incumbent would not be able to successfully perform the Emergency Services Telecommunicator duties assigned to this position. Failure or inability to obtain the required certificate within the 18 month period will result in separation from the position.
3. Incumbent is required to perform critical services regardless of weather conditions or base closure and report to the duty station at the regularly scheduled work time.
4. May be required to respond on off-duty time during a conflagration, or stay over until an emergency has been terminated or until properly relieved by a qualified dispatcher.
5. Works in close harmony with supervisors, co-workers, and others during day-to-day routines and during emergencies. Is required to maintain good working relationships with on and off-base agencies, maintaining a consistently courteous attitude at all times.
6. Position involves periods of high stress and a great deal of multi-tasking. The incumbent must be able to keep cool and calm during both pressured and emergency situations.
7. Must participate in exercises by relaying accurate information, and follow appropriate checklists. Must be resourceful and alert to adequately perform duties.
8. Incumbent must participate in recurrent proficiency training, as directed.
9. Incumbent is required to obtain and maintain an SC clearance in order to fully perform duties and responsibilities of this position.
10. Incumbent required to have a pre-employment medical.
11. Position may be coded as mission essential.

Benefits

1. Paid Annual Leave
2. Paid Sick Leave
3. Pension Scheme
4. Life Assurance Scheme

Who Can Apply

Citizens of the U.K., Nationals of European Community (EC) Countries, and Commonwealth Citizens, other Foreign Nationals, and Stateless persons provided no restrictions have been imposed as a condition of continued residency in the UK.

Applicants who have a minimum of five years consecutive residency in the UK are considered for this position; however, those who do not meet this criteria will be considered on a case-by-case basis. All successful applicants will require a security clearance.

Please note pre-appointment security clearance requirements may delay start date.

Proof of identification in the form of a photo ID will be required, for example a driving licence or current passport.

This position may have certain restrictions to US citizens due to the Status of Forces Agreement.

For additional information contact the LNDH team on 01638 544955.

How to Apply

Interested candidates must complete an application form obtainable from the Civilian Personnel Website;

https://www.mildenhall.af.mil/Portals/9/documents/civ_pers/AFD-150724-024.pdf?ver=2016-04-28-085219-410 . All applications, with relevant attachments and CV must be submitted via email to 100fss.fsmc6@us.af.mil and received prior to the closing date.

Equal Opportunity Employer

There will be no discrimination in employment practices based on gender, age, marital status, disability, race, nationality, religion or beliefs, sexual orientation, being or not being a member of a trade union.

